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PATENT APPLICATION SEP 29 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

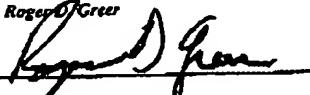
Applicant: Kristen L. Bhatti et al.

) I hereby certify that this paper is being transmitted to the
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Conf. No.: 4871

) Signature: 

Filed: 06/04/2001

)

For: METHOD AND SYSTEM FOR
PROVIDING TECHNICAL SUPPORT
DOCUMENTS VIA THE INTERNET

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Art Unit: 2144

)

Examiner: Nguyen, Thanh T.

AMENDMENT B

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the office action dated August 10, 2005, please amend the application as follows.

09/30/2005 HDEMESS1 00000005 082025 09873741

01 FC:1201 200.00 DA